



**Miami-Dade County  
Internal Services Department  
Procurement Management Services Division**

**REQUEST FOR INFORMATION (RFI) No. 51**

**Market Research for the Operations of the County's South Dade Animal Clinic and High Volume Spay & Neuter Services**

**1. Introduction:**

Miami-Dade County, hereinafter referred to as the "County", as represented by the Miami-Dade Animal Services Department (ASD), is requesting information and feedback from animal welfare experts and rescue industry professionals for consideration in the County's pursuit of potentially utilizing its South Dade Animal Clinic, located at 10700 SW 211<sup>th</sup> Street, Cutler Bay, Florida, as a successfully operating high volume spay/neuter clinic. The County's vision is to offer low-cost and high volume spay and neuter services for owned dogs and cats, free roaming cats, as well as, ASD's rescued animals, to further increase the department's surgical capacity in support of the County's "No Kill" resolution.

Over the past two years, ASD has implemented new programs and renovated key policies in its quest of attaining a 90% save rate for both dogs and cats. Part of this initiative is supported by the expansion of sterilization services available to the public through the increase of the Trap, Neuter, Giveback and Release (TNG/R) Program, which ASD has initiated. Since 2010, ASD has increased its animal save rates as follows:

Dogs: From 61% to 79%  
Cats: From 25% to 68%

Although the South Dade Animal Clinic is suggested as a potential site for the provision of "high volume" spay and neuter services, Respondents may suggest alternate locations for service delivery. Respondents are also encouraged to recommend additional services which may be offered alongside spay and neuter services, and the corresponding fees. Additional services should not prevent the County from reaching its goal of accomplishing a minimum of 19,500 surgeries annually.

**2. Background:**

The County currently leases its South Dade Animal Clinic, a quad trailer, to a not-for-profit organization. ASD anticipates utilizing the fully equipped South Dade Clinic, which currently houses four surgical suites, to expand its spay and neuter services. ASD anticipates targeting the pet overpopulation by decreasing intake numbers, thereby saving lives.

The clinic's existing suites may be reconfigured, as necessary, to provide mixed-use services, such as veterinary care, vaccine program administration, etc., as long as the services do not impede with the County's goal of achieving a minimum of 19,500 surgeries per year. A greater volume of surgeries may be achieved if all four suites are exclusively utilized for spay and neuter services.

The County's main shelter operated by the ASD is located in Medley, Florida. It is in place for the protection of abandoned and stray animals. In conjunction with numerous initiatives and County programs, the ASD provides pet adoptions, low cost vaccines, licensing, micro-chipping, pet counseling/educational services, and enforcement of Chapter 5 of the Miami-Dade Code of Ordinances addressing animal and fowls, for the protection of animals. The main shelter can house over 400 canines and 40 feline pets for adoption.

Additionally, the County is constructing a new shelter to better serve its community. The facility, located in Doral, Florida, is being designed as a multi-purpose shelter that will provide improved and expanded housing for animals. It will also provide a public clinic, surgical rooms, quarantine facilities, as well as, an in-house clinic and operating room to specifically address the new feline "capture, neuter & release" County initiative program.

### **3. Purpose**

This is not a request to submit proposals, but a Request for Information (RFI) to gauge the interest of firms in providing these types of services, and seek industry feedback in determining the most cost effective and productive manner in which to provide the necessary services. The information collected through this RFI may also be used by the County to develop future solicitations in pursuit of financing, constructing and operating additional spay/neuter clinics.

No award will be issued as a result of this RFI. In addition, the County will not be responsible for any cost incurred by responders in furnishing any information requested herein or subsequent. Respondents are hereby notified that all information submitted as part of, or in support of, this RFI will be available for public inspection in compliance with Chapter 119, Florida Statutes, popularly known as the "Public Record Law." Accordingly, please do not submit any information in response to this RFI that is considered to be a trade secret, proprietary or confidential, or which violates any intellectual rights of a third party.

### **4. Response:**

The County desires to receive responses as specified in the attached Questionnaire. **All expenses involved in the preparation and submission of responses to the County, or any work performed in connection therewith, shall be borne by the Respondent.** Depending on the responses received, the County may, among other things, prepare a Request for Proposals or other appropriate procurement mechanism for a contractual agreement for said and/or related services. Failure to respond to this inquiry does not preclude any participant from responding to any future solicitation. The County reserves the right not to issue a solicitation in response to this RFI.

In response to this RFI, please complete and return the attached Questionnaire as specified therein.

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**QUESTIONNAIRE**

**Market Research for the Operations of the County's South Dade Animal Clinic and High Volume Spay & Neuter Services**

**Submit Responses by December 9, 2013 via E-mail to the County Contact:  
Maria Carballeira**

**Internal Services Department/Procurement Management Services Division  
Email Address: [mc5@miamidade.gov](mailto:mc5@miamidade.gov)  
Telephone No.: (305) 375-4260**

**Respond in detail to the following questions:**

The County is requesting information from qualified business entities with proven expertise and skills in providing animal shelter operation services to include high volume spay and neuter services. The County seeks to identify organizations that are interested in, and capable of, providing said services at its existing South Dade Clinic. Respondents should include details of their firm's ability to create a business plan, recruit and train necessary staff, establish community relations, effectively market services and meet the County's desired objective (a minimum of 19,500 annual surgeries completed at the South Dade Clinic).

- 1) What are the most significant challenges in providing these service? Identify Respondent's best practice approach to managing a successful high volume spay/neuter clinic.
- 2) How long has Respondent been providing animal shelter and/or rescue services, to include a high volume of spay/neuter services? If possible, please provide: 1) Respondent's historical data to include the number of surgeries performed in the most recent calendar year, 2) identification of all species which surgeries were performed on and, 3) any resulting deaths.
- 3) What licenses are generally required of a firm providing these services?
- 4) What is the industry standard pricing model for providing these services and the anticipated cost factors associated with administering the South Dade Clinic as a successfully operating high volume spay/neuter clinic. If viable, please include a line item budget depicting all operational costs (i.e., salaries, fringes, operational expenses, fixed costs, contractual services, etc.).
- 5) If Respondent were to contract with the County to provide these services, describe what mobilization actions would be necessary to implement services and the timeframe associated with the implementation.

- 6) Does Respondent actively promote their services/activities through their website for advertisement purposes and in support of the program/services offered? If so, please provide an annual expenditure estimate for such functions.
- 7) Please share a listing of partner organizations, to include but not limited to, rescue organizations, not-for-profit shelters, public shelters, private clinics, etc., that Respondent collaborates with – and identify how the County could benefit from similar collaborations.
- 8) Identify the minimum insurance requirements for providing these services (i.e. Workers Comp, General Liability, etc.)?
- 9) Can Respondent offer an annual estimate of how many spay/neuter surgeries could be performed at the South Dade Clinic, if operating at a high volume?
- 10) Would Respondent be interested in making a future proposal to the County in the event the County releases a solicitation for these services? If not, please explain why?
- 11) Does Respondent have any general comments to add that would guide the County in soliciting for these services?

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**Provide all of the information requested below**

Respondent: \_\_\_\_\_

Print Name & Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Company Location: \_\_\_\_\_

Primary Services and Products: \_\_\_\_\_

Primary Markets and Customers: \_\_\_\_\_

Respondent's Contact Name: \_\_\_\_\_

Respondent's Telephone Number: \_\_\_\_\_

Respondent's Contact Email: \_\_\_\_\_

Respondent's Webpage: \_\_\_\_\_